User Manual

e-Competence Management (C) 2014 AICA is a registered mark of Associazione Italiana per l'Informatica ed il Calcolo Automatico with an address at p.le Morandi,2 20121 Milano, Italy. AICA Logos are registered trade marks and cannot be used without express permission. All rights reserved. The e-Competence Management is based upon a proprietary development of dimension 4 of e-Competence Framework (e-CF). e-CF is a consensus-based specification published by the CEN Workshop on ICT Skills and was co-funded by the European Commission, DG Enterprise and Industry. It is available for download on "http://www.ecompetences.eu"and "http://www.cen.eu"

Index pages

1. Introduction..... 3

2. Login Using Your Assigned Username and Password..... 3

3. Functional modes..... 3

4. Personal information collection..... 3

5. The questionnaire..... 5

6 Your personal results..... 8

7. Password Recovery..... 10

8. Browser Compatibility..... 11

e-Competence Management (C) 2014 AICA is a registered mark of Associazione Italiana per l'Informatica ed il Calcolo Automatico with an address at p.le Morandi,2 20121 Milano, Italy. AICA Logos are registered trade marks and cannot be used without express permission. All rights reserved. The e-Competence Management is based upon a proprietary development of dimension 4 of e-Competence Framework (e-CF). e-CF is a consensus-based specification published by the CEN Workshop on ICT Skills and was co-funded by the European Commission, DG Enterprise and Industry. It is available for download on "http://www.ecompetences.eu"and "http://www.cen.eu"

1. Introduction

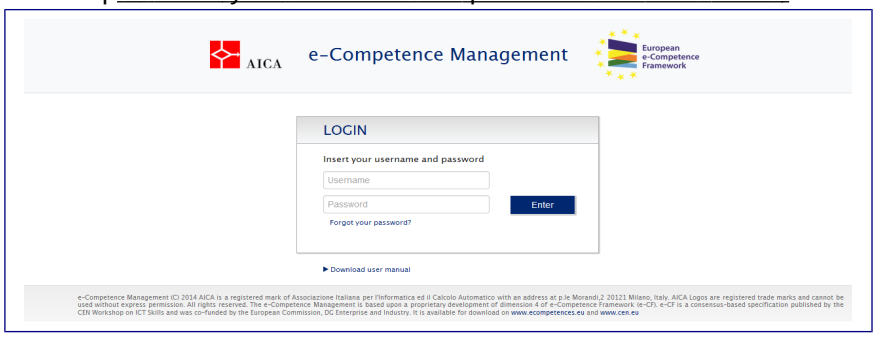
The tool is designed to allow individuals to self-assess their ICT competences against a recognised standard European framework. The tool is powered by the European e-Competence Framework 3.0 (e-CF 3.0) enriched with more detailed knowledge and skill sets (dimension 4 of e-CF framework). e-CF has been developed by the CEN Workshop on ICT Skills. For more information about it see: **http://www.ecompetences.eu/**

2. Login Using Your Assigned Username and Password

The tool requires that users have received a username and password, if you have no these credentials you must apply to your National Society (AICA for Italy).

If you have a username and password you have to complete the following steps to login:

- Step 1: Go to **http://competencemngt.aicanet.net/**
- Step 2: Insert your username and password and click 'Enter'.



3. Functional modes

The tool behaviour presents some differences according the users set up mode.
The differences concern:

- the collection of personal information,
- the assessment consolidation (it means that the user is required to indicate when she/he is satisfied of the given evaluations; then no modifications are possible any more),
- the view of personal results.

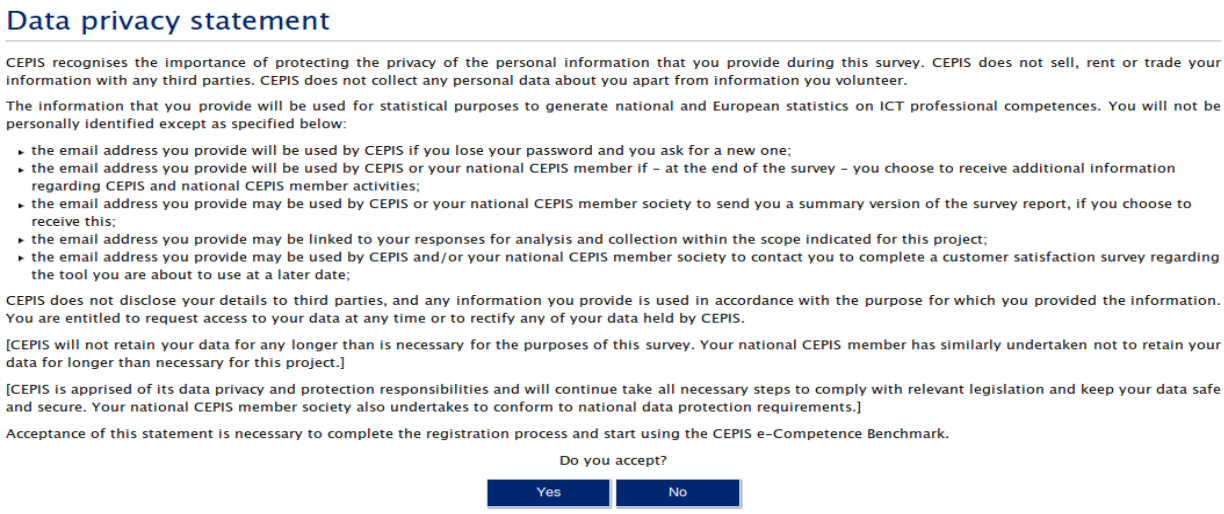
The proper mode is chosen according to the specific situation.
For independent users the personal information collection is an option, decided when the credentials are assigned. The other options are preassigned: no consolidation, view of personal results.
For corporate users the choice is determined on agreement with the corporate, according to corporate needs.
If personal information collection option has been chosen you will be redirect to the privacy statement (see 4.), otherwise you will be directly redirected to the questionnaire (see 5.)

4. Personal information collection

If the personal information collection option is active, you will be redirected to the privacy statement page.

e-Competence Management (C) 2014 AICA is a registered mark of Associazione Italiana per l'Informatica ed il Calcolo Automatico with an address at p.le Morandi,2 20121 Milano, Italy. AICA Logos are registered trade marks and cannot be used without express permission. All rights reserved. The e-Competence Management is based upon a proprietary development of dimension 4 of e-Competence Framework (e-CF). e-CF is a consensus-based specification published by the CEN Workshop on ICT Skills and was co-funded by the European Commission, DG Enterprise and Industry. It is available for download on "http://www.ecompetences.eu"and "http://www.cen.eu"

Click on the 'Yes' button if you accept the statement to continue to the survey. Note: accepting the privacy statement is compulsory to access the tool.



Data privacy statement

CEPIS recognises the importance of protecting the privacy of the personal information that you provide during this survey. CEPIS does not sell, rent or trade your information with any third parties. CEPIS does not collect any personal data about you apart from information you volunteer.

The information that you provide will be used for statistical purposes to generate national and European statistics on ICT professional competences. You will not be personally identified except as specified below:

- the email address you provide will be used by CEPIS if you lose your password and you ask for a new one;
- the email address you provide will be used by CEPIS or your national CEPIS member if – at the end of the survey – you choose to receive additional information regarding CEPIS and national CEPIS member activities;
- the email address you provide may be used by CEPIS or your national CEPIS member society to send you a summary version of the survey report, if you choose to receive this;
- the email address you provide may be linked to your responses for analysis and collection within the scope indicated for this project;
- the email address you provide may be used by CEPIS and/or your national CEPIS member society to contact you to complete a customer satisfaction survey regarding the tool you are about to use at a later date;

CEPIS does not disclose your details to third parties, and any information you provide is used in accordance with the purpose for which you provided the information. You are entitled to request access to your data at any time or to rectify any of your data held by CEPIS.

[CEPIS will not retain your data for any longer than is necessary for the purposes of this survey. Your national CEPIS member has similarly undertaken not to retain your data for longer than necessary for this project.]

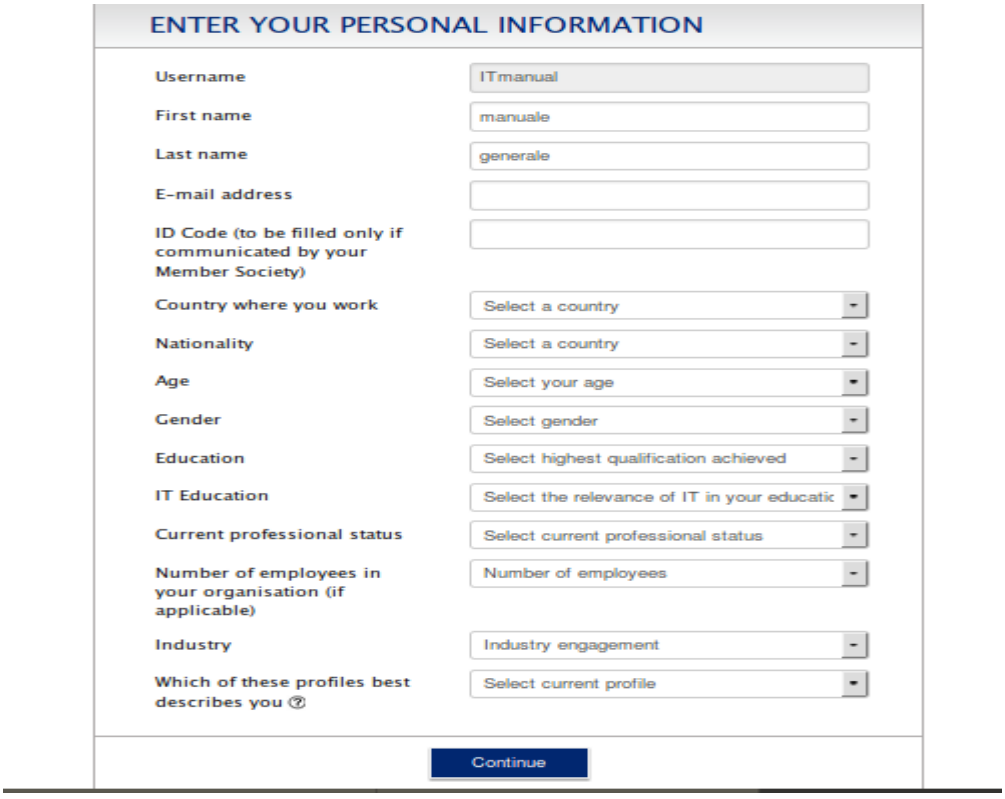
[CEPIS is apprised of its data privacy and protection responsibilities and will continue take all necessary steps to comply with relevant legislation and keep your data safe and secure. Your national CEPIS member society also undertakes to conform to national data protection requirements.]

Acceptance of this statement is necessary to complete the registration process and start using the CEPIS e-Competence Benchmark.

Do you accept?

Yes No

After the privacy statement you will be asked to provide some personal and professional data.



ENTER YOUR PERSONAL INFORMATION

Username	ITmanual
First name	manuale
Last name	generale
E-mail address	
ID Code (to be filled only if communicated by your Member Society)	
Country where you work	Select a country
Nationality	Select a country
Age	Select your age
Gender	Select gender
Education	Select highest qualification achieved
IT Education	Select the relevance of IT in your educatic
Current professional status	Select current professional status
Number of employees in your organisation (if applicable)	Number of employees
Industry	Industry engagement
Which of these profiles best describes you	Select current profile

Continue

Usage notes:

- The image to the left of the 'Select Current Profile' menu opens a PDF file with the descriptions of the ICT Professional Profiles. Note: the choice of profile doesn't influence the results of your Benchmark. The results and the questions are based on your answers to the questions regardless of which profile is chosen. By providing a profile you will be able to evaluate to what extent the resulting

e-Competence Management (C) 2014 AICA is a registered mark of Associazione Italiana per l'Informatica ed il Calcolo Automatico with an address at p.le Morandi,2 20121 Milano, Italy. AICA Logos are registered trade marks and cannot be used without express permission. All rights reserved. The e-Competence Management is based upon a proprietary development of dimension 4 of e-Competence Framework (e-CF). e-CF is a consensus-based specification published by the CEN Workshop on ICT Skills and was co-funded by the European Commission, DG Enterprise and Industry. It is available for download on "http://www.ecompetences.eu"and "http://www.cen.eu"

proximity profile (your closest profile based on competences) matches with your current title/position/activity.

- The LOGOUT image in the top right corner of the screen is the logout button. By clicking it you will automatically exit the registration process and will not be able to use the tool.

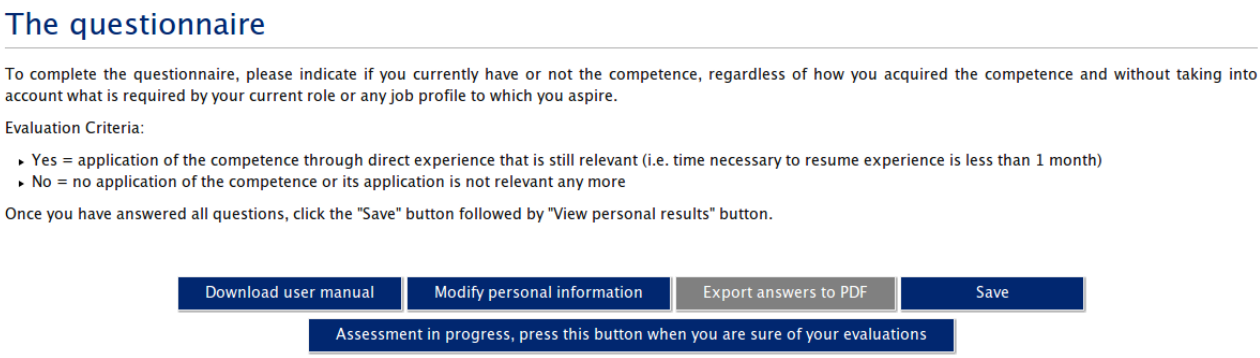
- The group code must be left void, unless you have been asked to digit it when you received your credentials.

Once you have provided the required information click on: 'Continue'. You will be redirected to the questionnaire.

5. The questionnaire

The questionnaire page presents: an introduction, a set of buttons, the list of e-CF competences and the set of buttons again at the bottom.

The set of buttons depends on the functional mode adopted, the other components are the same for all functional modes.


The questionnaire
To complete the questionnaire, please indicate if you currently have or not the competence, regardless of how you acquired the competence and without taking into account what is required by your current role or any job profile to which you aspire.
Evaluation Criteria:
Yes = application of the competence through direct experience that is still relevant (i.e. time necessary to resume experience is less than 1 month)
No = no application of the competence or its application is not relevant any more
Once you have answered all questions, click the "Save" button followed by "View personal results" button.
Download user manual
Modify personal information
Export answers to PDF
Save
Assessment in progress, press this button when you are sure of your evaluations

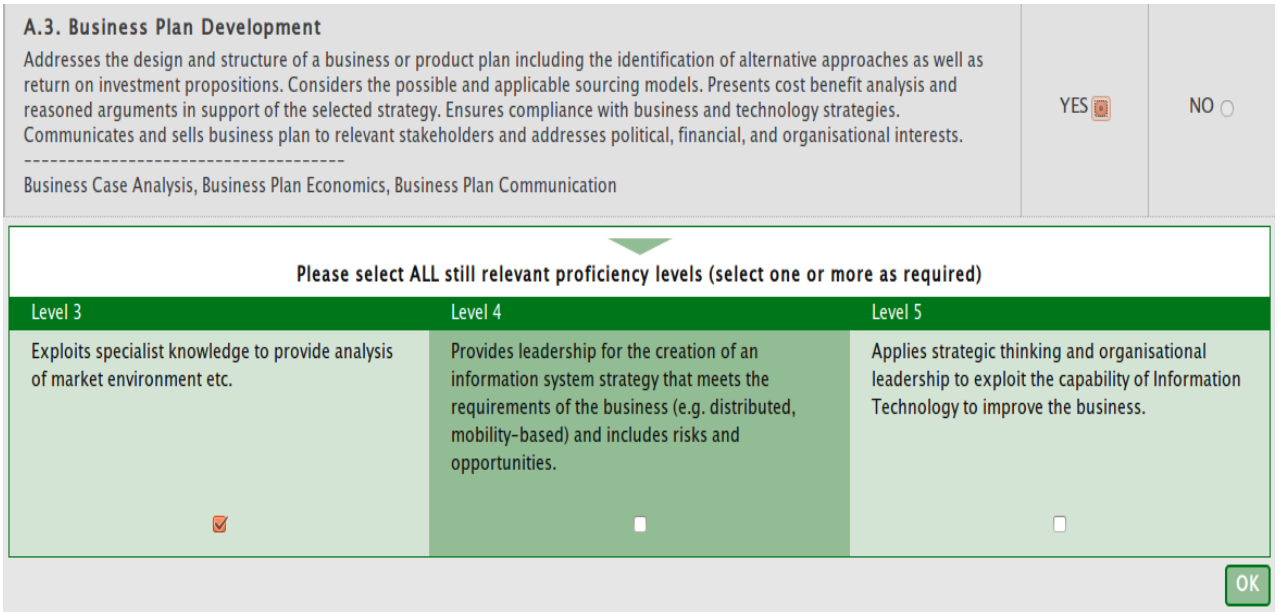
The e-Management Benchmark is powered by the European e-Competence Framework (e-CF V3.0). There are 40 competences against which you are asked to indicate either if you have or if you haven't any experience.

A-Plan
A.1. IS and Business Strategy Alignment
Anticipates long term business requirements, influences improvement of organisational process efficiency and effectivenes. Determines the IS model and the enterprise architecture in line with the organisation's policy and ensures a secure environment. Makes strategic IS policy decisions for the enterprise, including sourcing strategies.
Business Analysis and Modelling, ICT Strategic Planning, ICT Strategic Choices
YES
NO
A.2. Service Level Management
Defines, validates and makes applicable service level agreements (SLAs) and underpinning contracts for services offered. Negotiates service performance levels taking into account the needs and capacity of stakeholders and business.
YES
NO
A.3. Business Plan Development
Addresses the design and structure of a business or product plan including the identification of alternative approaches as well as return on investment propositions. Considers the possible and applicable sourcing models. Presents cost benefit analysis and reasoned arguments in support of the selected strategy. Ensures compliance with business and technology strategies. Communicates and sells business plan to relevant stakeholders and addresses political, financial, and organisational interests.
Business Case Analysis, Business Plan Economics, Business Plan Communication
YES
NO
A.4. Product / Service Planning
Analyses and defines current and target status. Estimates cost effectiveness, points of risk, opportunities, strengths and weaknesses, with a critical approach. Creates structured plans; establishes time scales and milestones, ensuring optimisation of
YES
NO

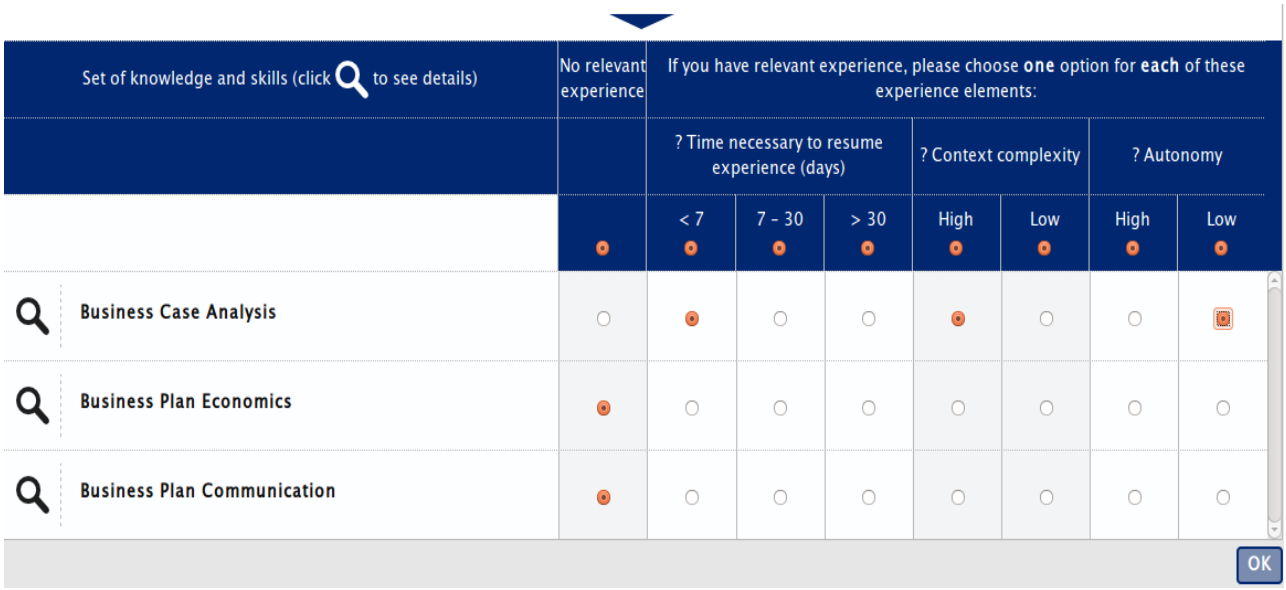
Each competence is shown with a code and the official description. The descriptions are followed by a name list clarifying the different kinds of knowledge and skill required, the name represents indeed sets of knowledge and skill. The list doesn't appear if the competence requires just one set of knowledge and skill.

e-Competence Management (C) 2014 AICA is a registered mark of Associazione Italiana per l'Informatica ed il Calcolo Automatico with an address at p.le Morandi,2 20121 Milano, Italy. AICA Logos are registered trade marks and cannot be used without express permission. All rights reserved. The e-Competence Management is based upon a proprietary development of dimension 4 of e-Competence Framework (e-CF). e-CF is a consensus-based specification published by the CEN Workshop on ICT Skills and was co-funded by the European Commission, DG Enterprise and Industry. It is available for download on "http://www.ecompetences.eu"and "http://www.cen.eu"

When selecting 'No' radio button you can go on to the next competence, while when selecting 'Yes' a new row will appear just below the competence. The row will display the following message ‘Please select ALL currently relevant experience levels (select one or more as required)’. This row will display all the e-CF proficiency levels for that competence. After you’ve made a selection close the row by clicking the OK button to proceed. If you have selected no proficiency levels the tool automatically modifies the selection for the competence, substituting 'Yes' with 'No', because if you have no proficiency levels it means that your experience is not compliant with e-CF criteria.

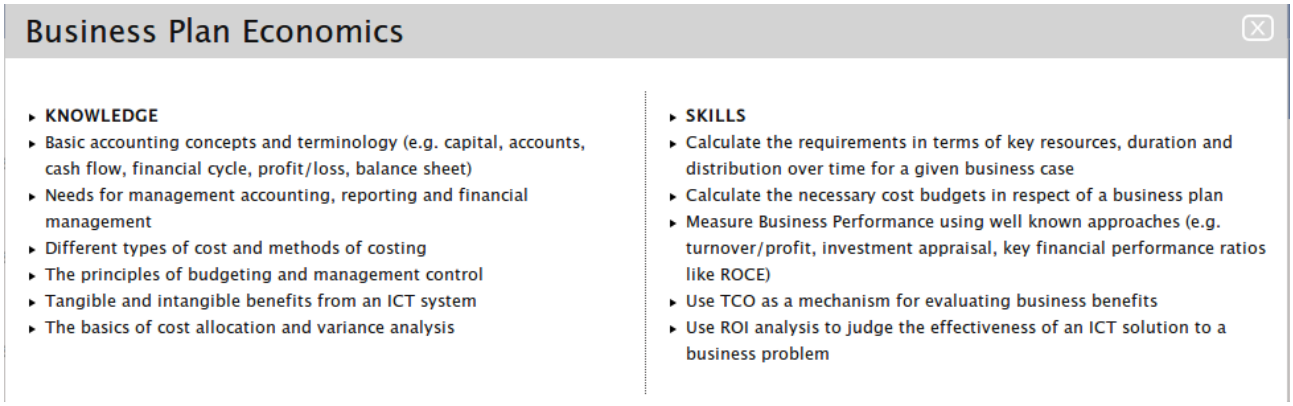

A.3. Business Plan Development
Addresses the design and structure of a business or product plan including the identification of alternative approaches as well as return on investment propositions. Considers the possible and applicable sourcing models. Presents cost benefit analysis and reasoned arguments in support of the selected strategy. Ensures compliance with business and technology strategies. Communicates and sells business plan to relevant stakeholders and addresses political, financial, and organisational interests.
Business Case Analysis, Business Plan Economics, Business Plan Communication
YES
NO
Please select ALL still relevant proficiency levels (select one or more as required)
Level 3
Exploits specialist knowledge to provide analysis of market environment etc.
Level 4
Provides leadership for the creation of an information system strategy that meets the requirements of the business (e.g. distributed, mobility-based) and includes risks and opportunities.
Level 5
Applies strategic thinking and organisational leadership to exploit the capability of Information Technology to improve the business.
OK

If at least one proficiency level has been selected, a second roll will be shown, displaying the knowledge and skill set names list.



By clicking on the image a message will appear showing the list of knowledge and skills constituting the set.

e-Competence Management (C) 2014 AICA is a registered mark of Associazione Italiana per l'Informatica ed il Calcolo Automatico with an address at p.le Morandi,2 20121 Milano, Italy. AICA Logos are registered trade marks and cannot be used without express permission. All rights reserved. The e-Competence Management is based upon a proprietary development of dimension 4 of e-Competence Framework (e-CF). e-CF is a consensus-based specification published by the CEN Workshop on ICT Skills and was co-funded by the European Commission, DG Enterprise and Industry. It is available for download on "http://www.ecompetences.eu"and "http://www.cen.eu"


Business Plan Economics
KNOWLEDGE
Basic accounting concepts and terminology (e.g. capital, accounts, cash flow, financial cycle, profit/loss, balance sheet)
Needs for management accounting, reporting and financial management
Different types of cost and methods of costing
The principles of budgeting and management control
Tangible and intangible benefits from an ICT system
The basics of cost allocation and variance analysis
SKILLS
Calculate the requirements in terms of key resources, duration and distribution over time for a given business case
Calculate the necessary cost budgets in respect of a business plan
Measure Business Performance using well known approaches (e.g. turnover/profit, investment appraisal, key financial performance ratios like ROCE)
Use TCO as a mechanism for evaluating business benefits
Use ROI analysis to judge the effectiveness of an ICT solution to a business problem

If you have no relevant experience about that specific set of knowledge and skills you have to select the 'No' column radio button. Otherwise you must specify your situation according to all the three criteria represented by the three sections at the right hand side of the list.

Each section has a title and a '?', By pressing the '?' you can get the explanations of the meaning for the possible choices for that section.

The titles and explanations for the three sections are:

'Time necessary to resume experience': it is a rough estimate of the time required to have the knowledge and to be able to perform properly the skills listed in the set of knowledge and skills.

Evaluation Criteria:

► less than 7 days = present job experience, or past job experience that can be resumed in less than 7 working days

► from 7 to 30 days = past job experience that can be resumed in a period of time ranging between 7 and 30 working days

► more than 30 days = past job experience that can not be resumed or can be resumed in more than 30 working days,

'Context complexity': it refers to the complexity of the context in which the set of knowledge and skills is or was applied in a present or past job experience. Complexity of the context is determined by characteristics such as: predictable/unpredictable context, structured/unstructured context, organizational complexity, complexity of the project/ process in which knowledge and skills are applied.

Evaluation Criteria:

► high = unpredictable, unstructured context/problem/project/process; complex organization/ project/process

► low = predictable, structured context/problem/project/process; simple organization/ project/process

'Autonomy': it refers to the level of autonomy of job experience in which the set of knowledge and skills is or was applied.

Evaluation Criteria:

e-Competence Management (C) 2014 AICA is a registered mark of Associazione Italiana per l'Informatica ed il Calcolo Automatico with an address at p.le Morandi,2 20121 Milano, Italy. AICA Logos are registered trade marks and cannot be used without express permission. All rights reserved. The e-Competence Management is based upon a proprietary development of dimension 4 of e-Competence Framework (e-CF). e-CF is a consensus-based specification published by the CEN Workshop on ICT Skills and was co-funded by the European Commission, DG Enterprise and Industry. It is available for download on "http://www.ecompetences.eu"and "http://www.cen.eu"

► high = Interprets instructions, makes choices, works under broad direction; Has defined authority and responsibility for a significant area of work; Makes personal choices.

► low = Responds to instructions; Works under general supervision.

All sections must be filled with one choice (except if you have selected the 'No relevant experience' column).

After you've made a selection close the row by clicking the OK button to proceed to the next competence. If you have selected no sets the tool automatically modifies the selection for the competence, substituting 'Yes' with 'No', and drops your proficiency level selections because if you have no sets it means that your experience is not compliant with e-Competence Management criteria for both competences and proficiency levels.

Once all 40 competences have been evaluated, click on the 'Save' button.

- Some buttons appear on the questionnaire page, depending on adopted functional mode. They may be:
  - 'Download user manual' allows you to download this User Manual in PDF format at any time.
  - 'Modify personal information' allows you to modify your personal and professional data as well as your password. This button appears if personal information collection option has been adopted
  - 'Export answers to PDF' allow you to extract a PDF file showing your personal evaluations (including the proficiency levels as well as the selected sets) against the 40 competences.
  - 'View personal results' allows you to view your results i.e. the profile closest to your declared competences, the gap analysis and your competence radar graphic for each of the professional profiles. This button appears only with some particular functional modes and activates when all 40 evaluations have been completed
  - 'Save' allow you to save your evaluations
  - 'Assessment in progress, press this button when you are sure of your evaluations'. This button appears only with some functional modes and activates when all 40 evaluations have been completed. It must be pressed by the user when she/he is confident that all given evaluations regarding competences, proficiency levels and sets really reflect her/his situation. Once pressed, the button is substituted by an inactive 'blocked' button which indicates that evaluations changes are not possible any more.

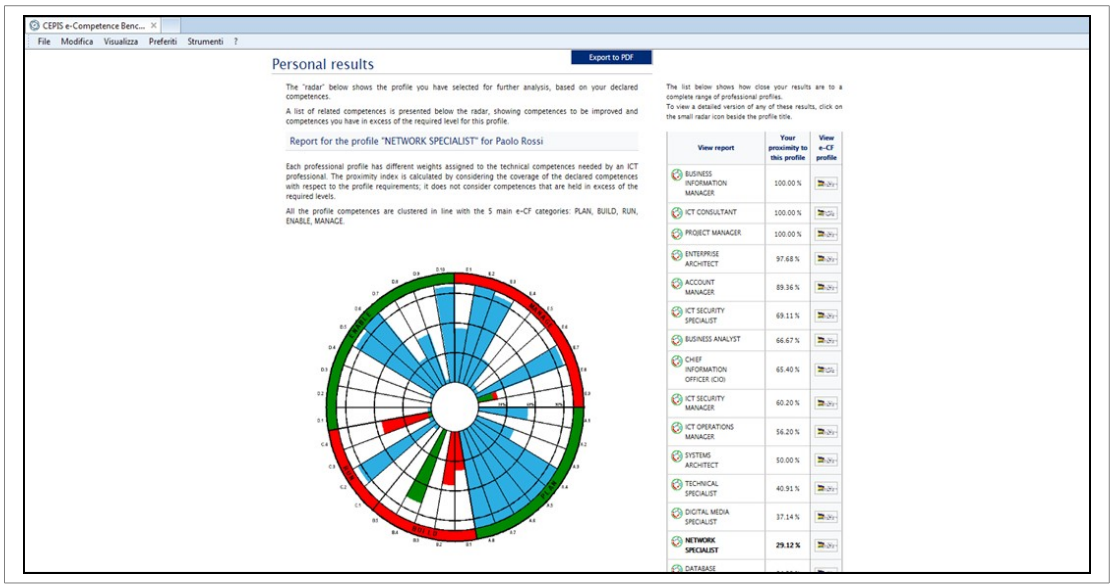
6 Your personal results

By clicking the 'View personal results' button the system displays a new page with your competence radar graphic in the middle of the page. This shows you the profile closest to your declared competencies. Below this graphic, a list of any competences that need to be improved to fully match the chosen profile is displayed. A list of competences that you already possess in greater depth than is required by the profile is also shown.

- Note: the profile selected as part of your personal information doesn't influence the results of your Benchmark. The results and the questions are based on your answers to the questions regardless of which profile is chosen. By providing a profile you will be able to evaluate to what extent the resulting proximity profile (your closest profile based on competences) matches with your current title/position/activity.
- On the right side of the page a column shows how close your profile is to the complete range of professional profiles based on your answers. To view a detailed version of any of these results (and see e-competences that you lack or possess an excess of with regard to a specific profile) just click on the small radar icon or the profile title itself. To view a description of the associated professional profile, just click on the small 'European e-Competence Framework' logo to the right of the profile title.

e-Competence Management (C) 2014 AICA is a registered mark of Associazione Italiana per l'Informatica ed il Calcolo Automatico with an address at p.le Morandi,2 20121 Milano, Italy. AICA Logos are registered trade marks and cannot be used without express permission. All rights reserved. The e-Competence Management is based upon a proprietary development of dimension 4 of e-Competence Framework (e-CF). e-CF is a consensus-based specification published by the CEN Workshop on ICT Skills and was co-funded by the European Commission, DG Enterprise and Industry. It is available for download on "http://www.ecompetences.eu"and "http://www.cen.eu"

- On the left side of the column you can select any other profile and view your situation with respect to the selected profile, by clicking on the image or on the profile title.
- The ‘Back to questionnaire’ button allows you to return to the questionnaire and view your evaluations for the 40 competences. If the blocked indicator is not present, you can also change the evaluations of competences, proficiency levels or sets.
- The ‘Export to PDF’ button allows you to export your personal results as a printable PDF file that includes the radar graphic, the proximity level and all the competences you lack or possess in relation to the level required by the professional profile.


CEPIS e-Competence Benc...
File Modifica Visualizza Preferiti Strumenti ?
Personal results
Export to PDF
The 'radar' below shows the profile you have selected for further analysis, based on your declared competences.
A list of related competences is presented below the radar, showing competences to be improved and competences you have in excess of the required level for this profile.
Report for the profile "NETWORK SPECIALIST" for Paolo Rossi
Each professional profile has different weights assigned to the technical competences needed by an ICT professional. The proximity index is calculated by considering the coverage of the declared competences with respect to the profile requirements; it does not consider competences that are held in excess of the required levels.
All the profile competences are clustered in line with the 5 main e-CF categories: PLAN, BUILD, RUN, ENABLE, MANAGE.
The list below shows how close your results are to a complete range of professional profiles.
To view a detailed version of any of these results, click on the small radar icon beside the profile title.
View report
Your proximity to this profile
View e-CF profile
BUSINESS INFORMATION MANAGER 100.00 %
ICT CONSULTANT 100.00 %
PROJECT MANAGER 100.00 %
ENTERPRISE ARCHITECT 97.68 %
ACCOUNT MANAGER 89.36 %
ICT SECURITY SPECIALIST 69.11 %
BUSINESS ANALYST 66.67 %
CHIEF INFORMATION OFFICER (CIO) 65.40 %
ICT SECURITY MANAGER 60.20 %
ICT OPERATIONS MANAGER 56.20 %
SYSTEMS ARCHITECT 50.00 %
TECHNICAL SPECIALIST 40.91 %
DIGITAL MEDIA SPECIALIST 37.14 %
NETWORK SPECIALIST 29.12 %
DATABASE

The different colours of the radar graphic depict the different levels of competences required by the profile. In detail:

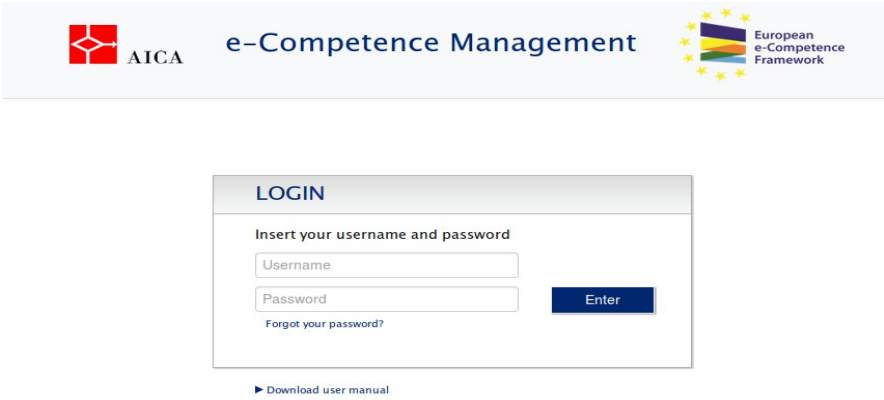
e-Competence Management (C) 2014 AICA is a registered mark of Associazione Italiana per l'Informatica ed il Calcolo Automatico with an address at p.le Morandi,2 20121 Milano, Italy. AICA Logos are registered trade marks and cannot be used without express permission. All rights reserved. The e-Competence Management is based upon a proprietary development of dimension 4 of e-Competence Framework (e-CF). e-CF is a consensus-based specification published by the CEN Workshop on ICT Skills and was co-funded by the European Commission, DG Enterprise and Industry. It is available for download on "http://www.ecompetences.eu"and "http://www.cen.eu"

- Green: represents the competences required by the profile that you have.
- Red: represents the competences that are required by the profile but which you are lacking.
- Blue: represents the competences you have but that are not required by the profile.
- The red colour in the outer ring indicates that the corresponding area presents competence deficiencies that are significant for the selected profile.
- The green colour in the outer ring indicates that the corresponding area does not present competence deficiencies significant for the selected profile.

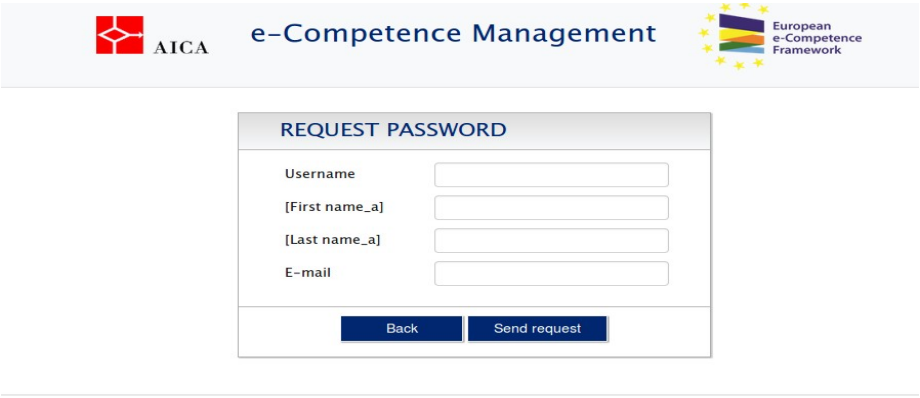
7. Password Recovery

The system gives users the opportunity to recover their password, in case they lose or forget it. The recovery functions works if a user e-mail address has been registered. The procedure to recover your password is as follows:

- On the home page of the click on the ‘Forgot your password?’ link.



You will be redirected to the following page where you provide your username, first name, last name and e-mail address. After clicking the ‘Send Request’ button, the system will automatically send a new password to your e-mail address.



e-Competence Management (C) 2014 AICA is a registered mark of Associazione Italiana per l'Informatica ed il Calcolo Automatico with an address at p.le Morandi,2 20121 Milano, Italy. AICA Logos are registered trade marks and cannot be used without express permission. All rights reserved. The e-Competence Management is based upon a proprietary development of dimension 4 of e-Competence Framework (e-CF). e-CF is a consensus-based specification published by the CEN Workshop on ICT Skills and was co-funded by the European Commission, DG Enterprise and Industry. It is available for download on "http://www.ecompetences.eu"and "http://www.cen.eu"

8. Browser Compatibility

This tool has been developed and optimised for all major browsers:

- Internet Explorer (Version 6.0 or higher)
- Google Chrome
- Mozilla Firefox

The recommended screen resolution is 1360 x 768.

e-Competence Management (C) 2014 AICA is a registered mark of Associazione Italiana per l'Informatica ed il Calcolo Automatico with an address at p.le Morandi,2 20121 Milano, Italy. AICA Logos are registered trade marks and cannot be used without express permission. All rights reserved. The e-Competence Management is based upon a proprietary development of dimension 4 of e-Competence Framework (e-CF). e-CF is a consensus-based specification published by the CEN Workshop on ICT Skills and was co-funded by the European Commission, DG Enterprise and Industry. It is available for download on "http://www.ecompetences.eu"and "http://www.cen.eu"